

FIG. 1

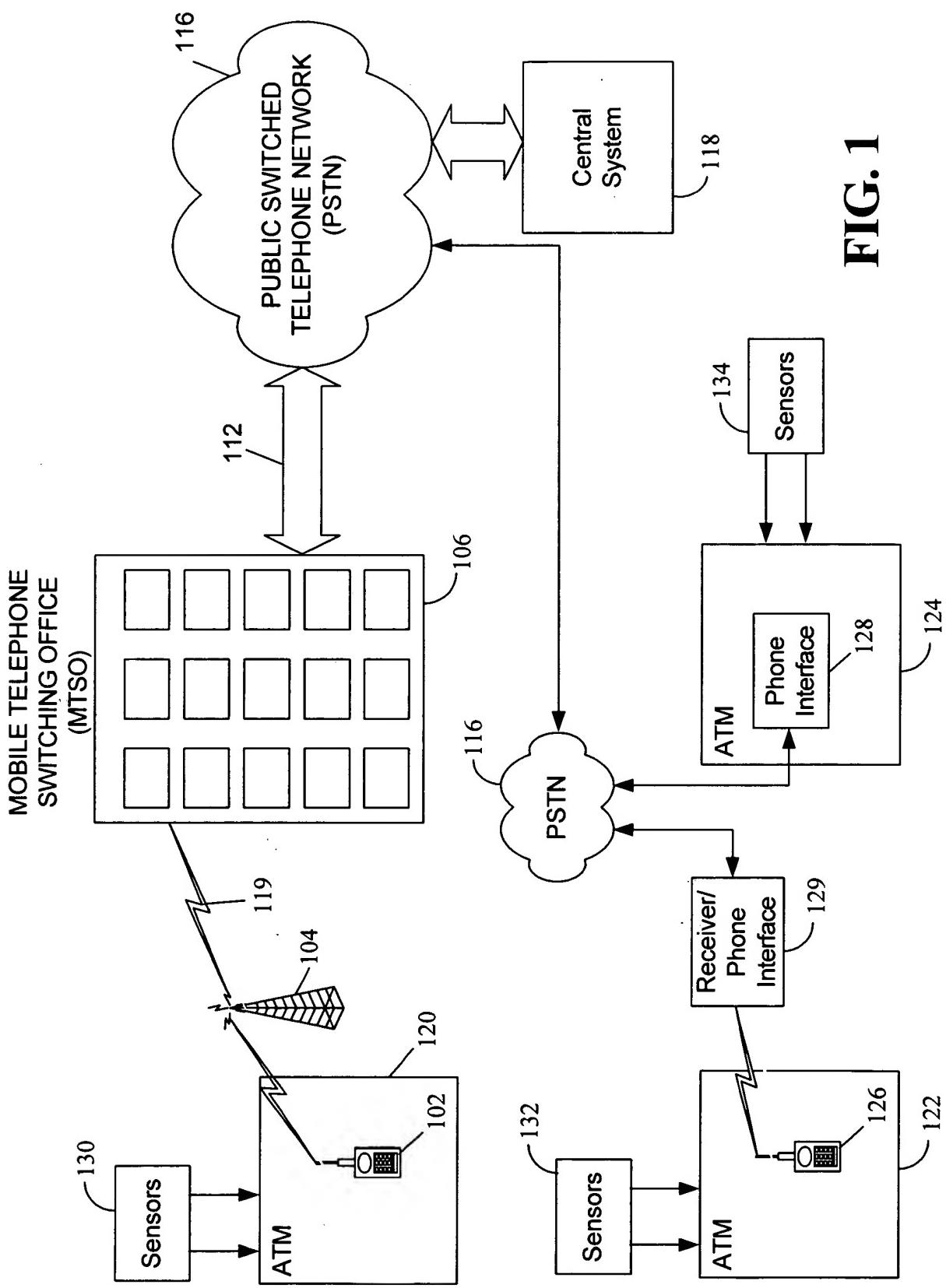


FIG. 2

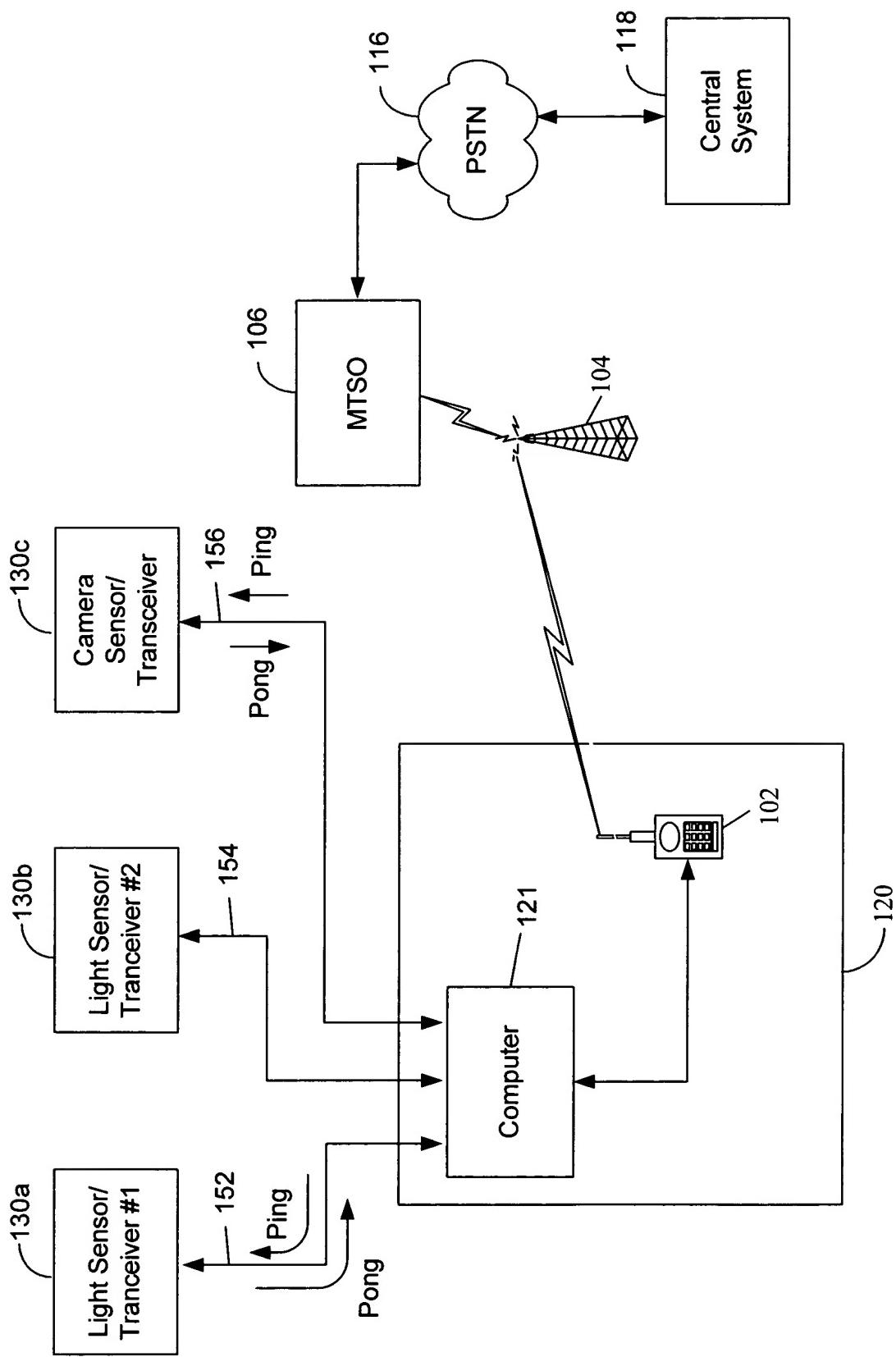


FIG. 3

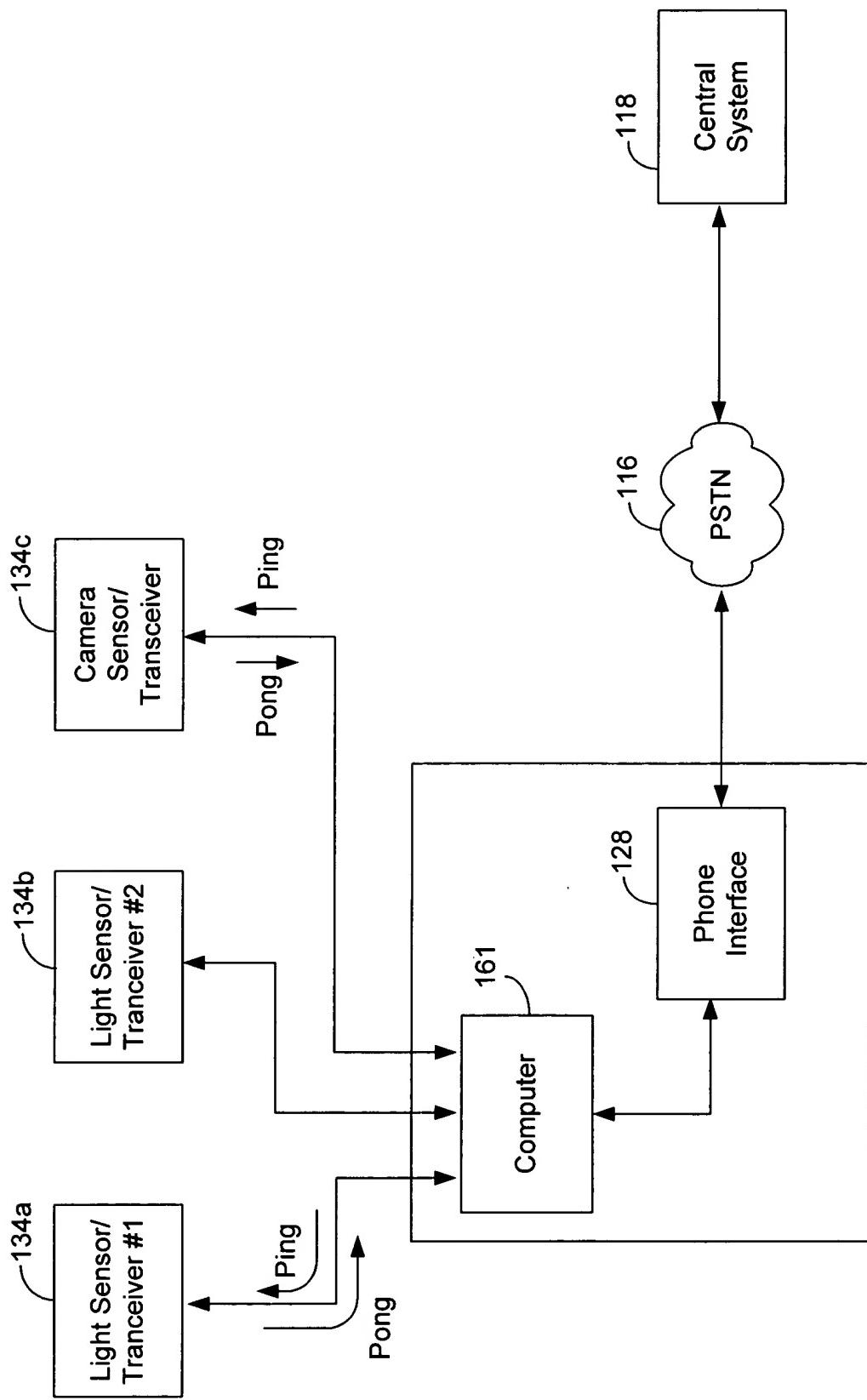


FIG. 4A

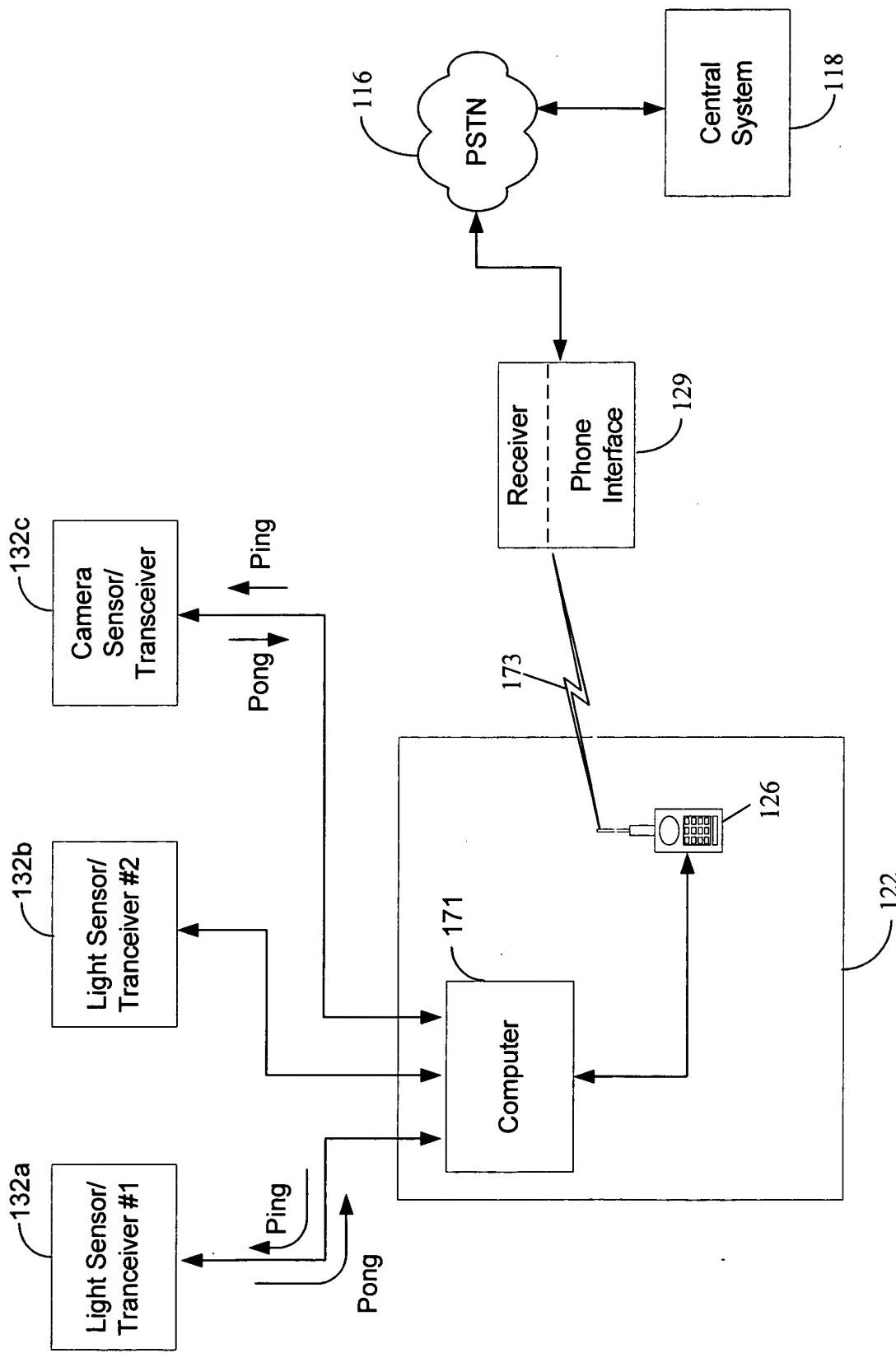
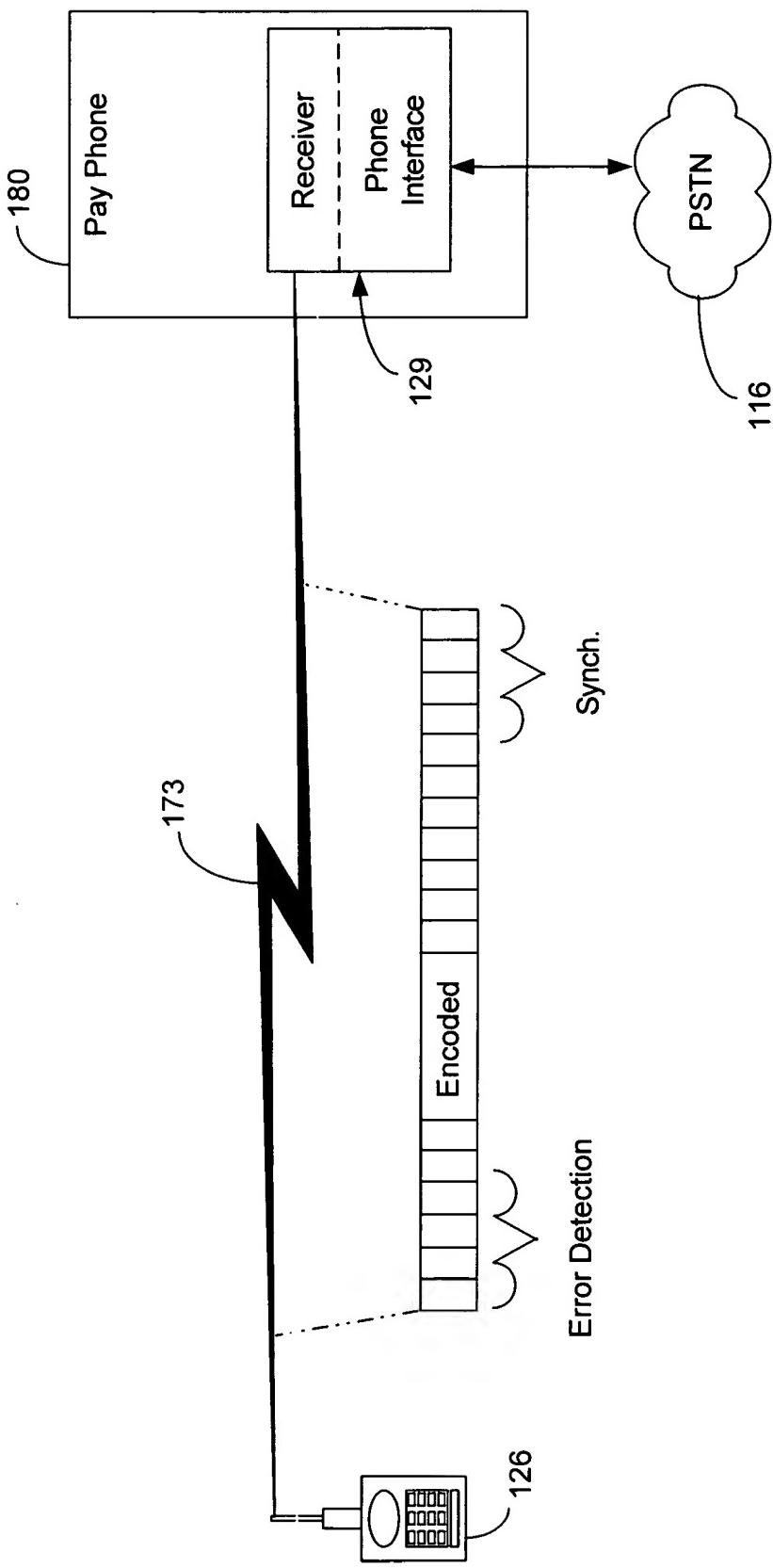


FIG. 4B



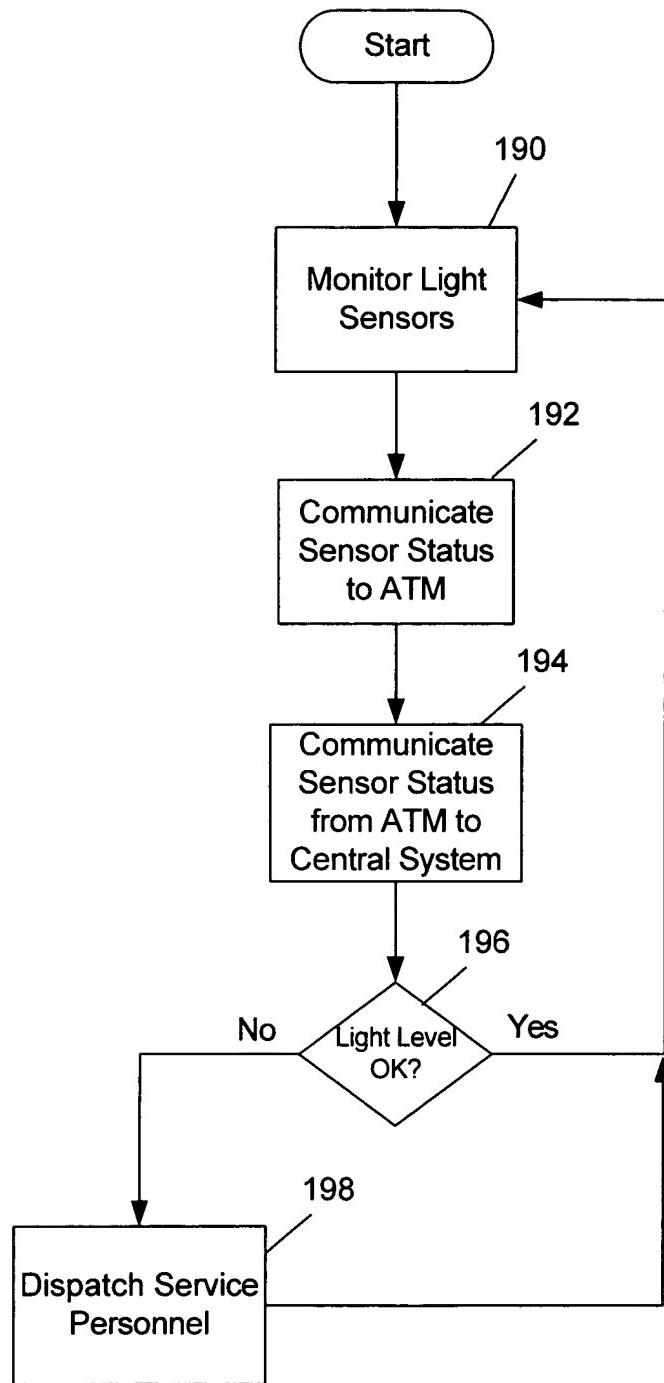


FIG. 5

FIG. 6

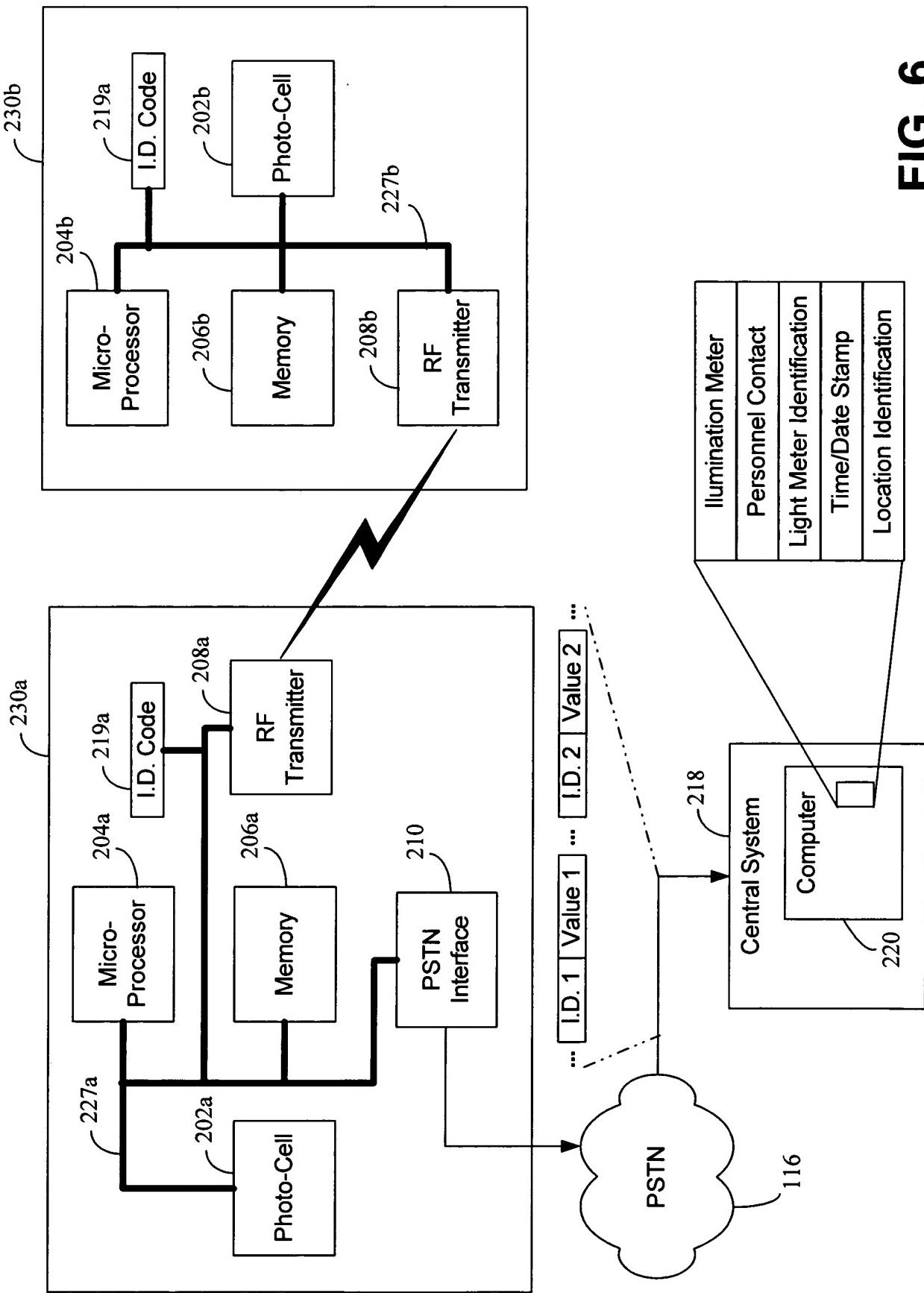


FIG. 7

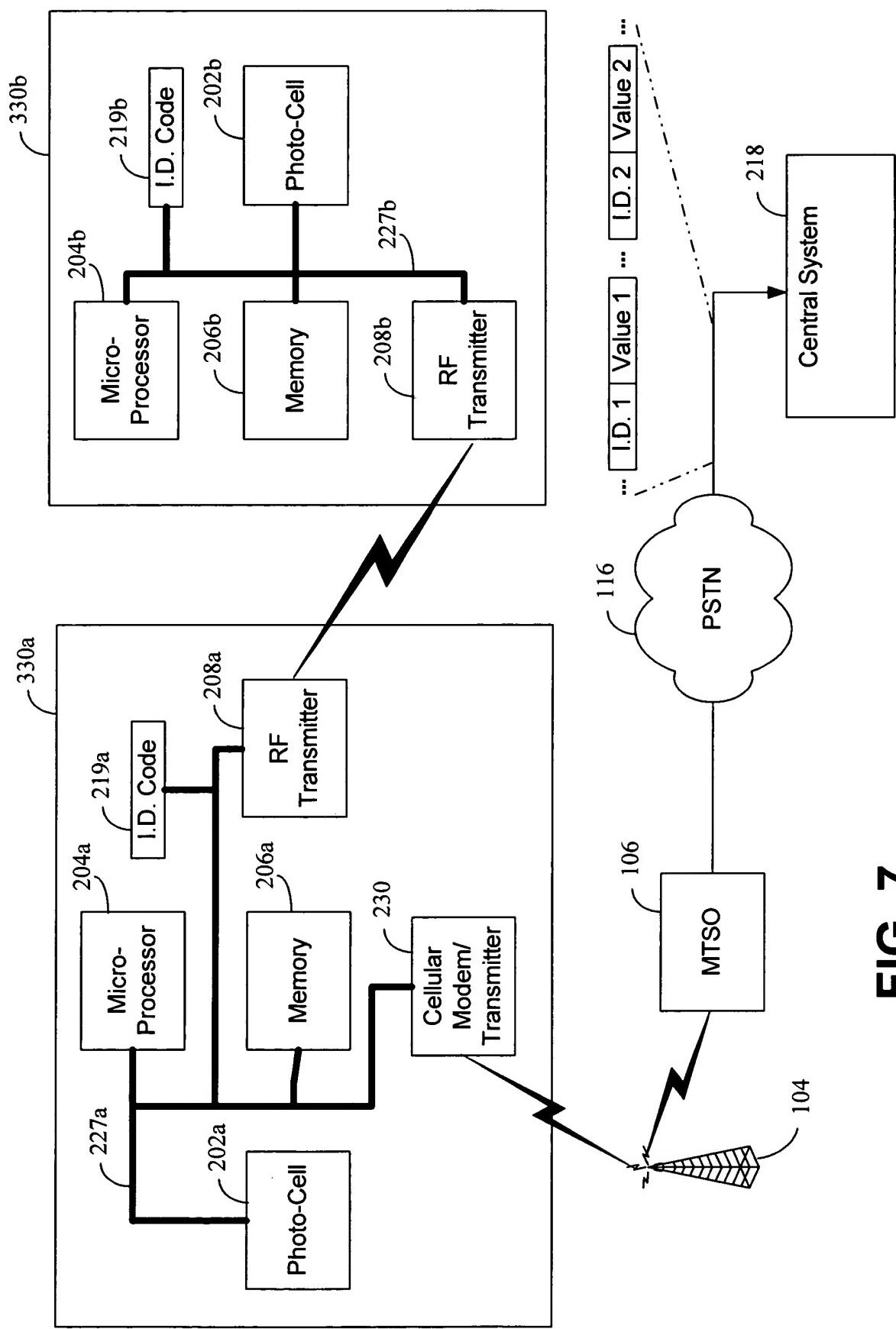
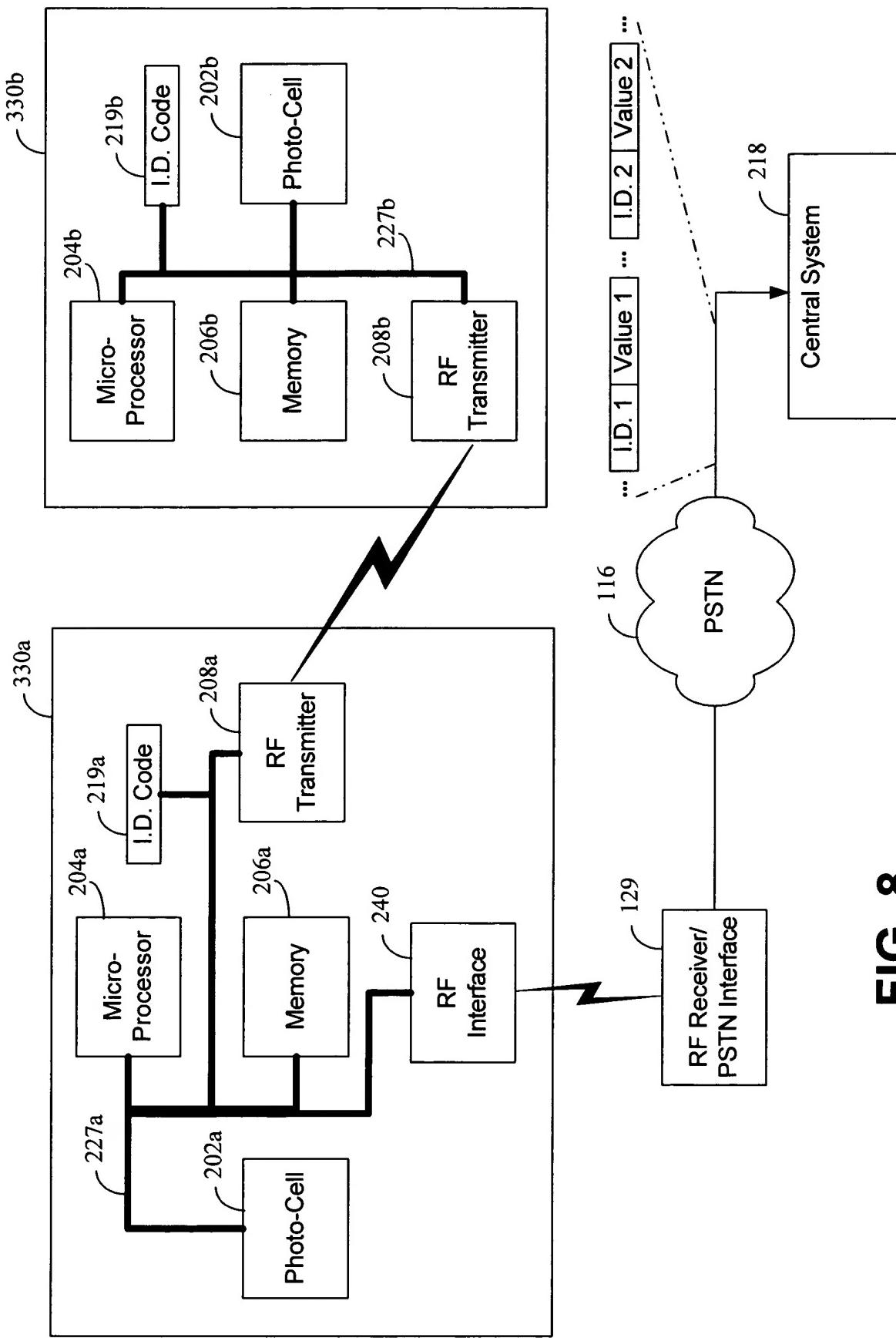


FIG. 8



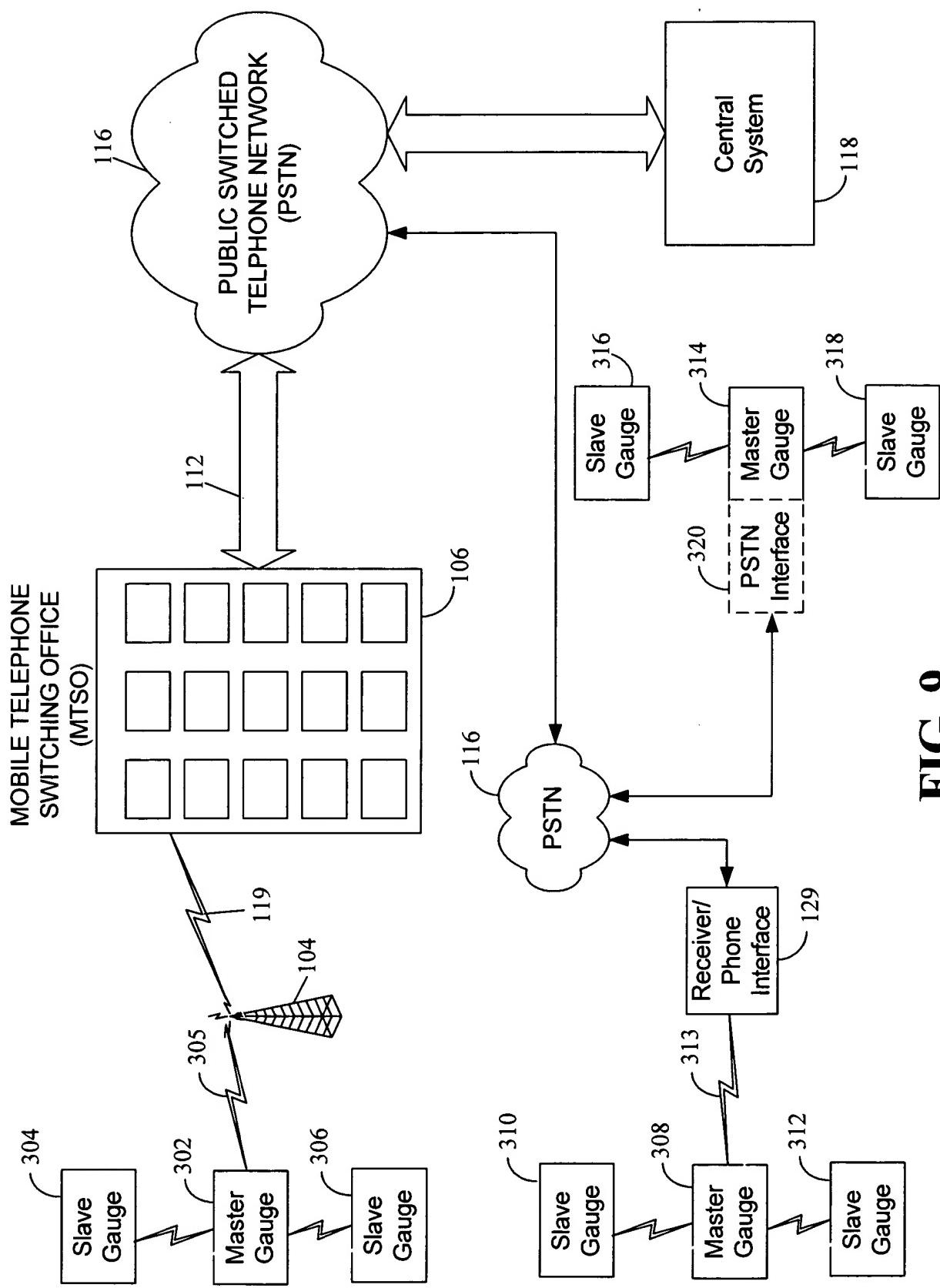
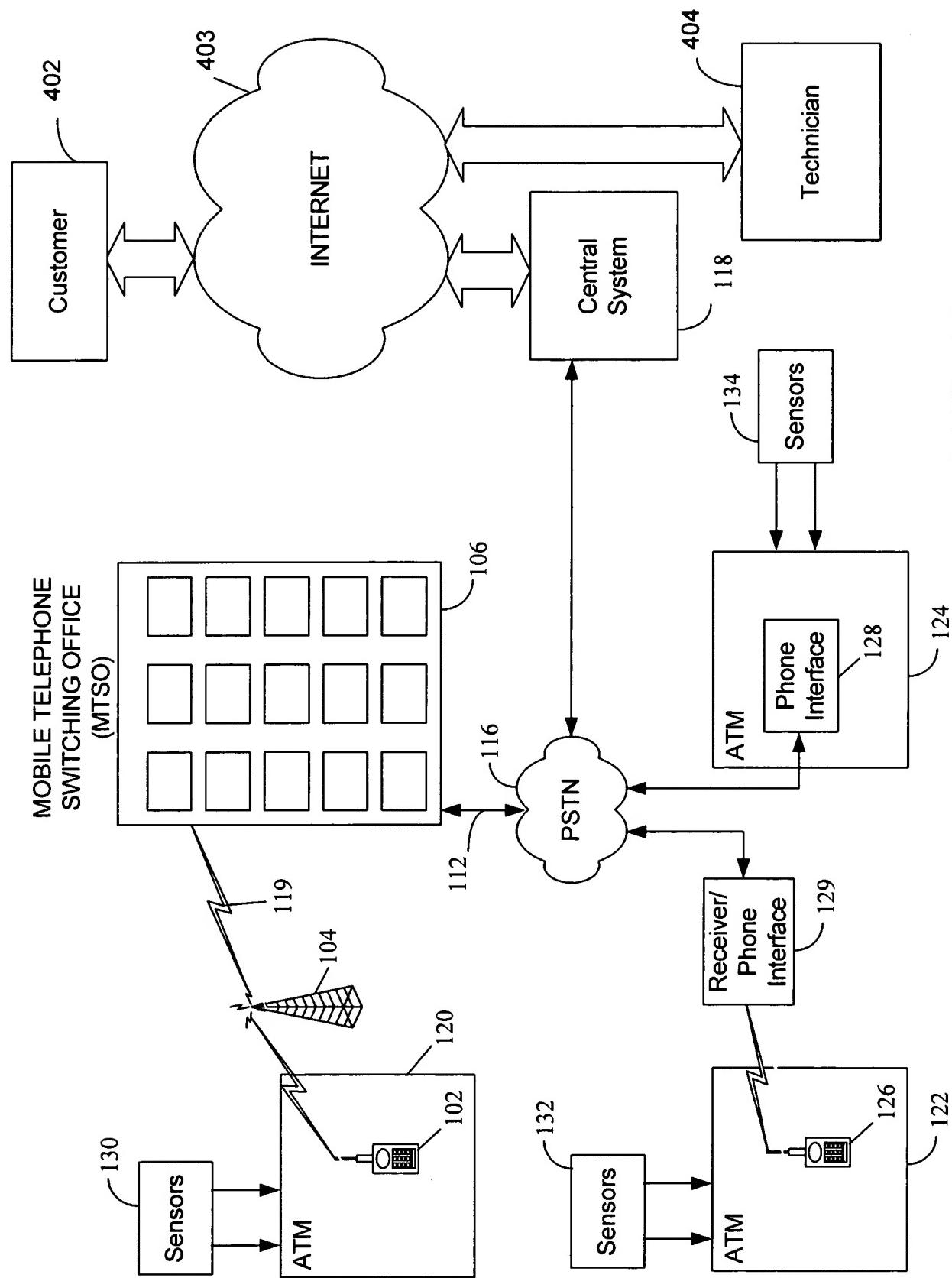


FIG. 9

FIG. 10

402
Customer
403
INTERNET
404
Technician



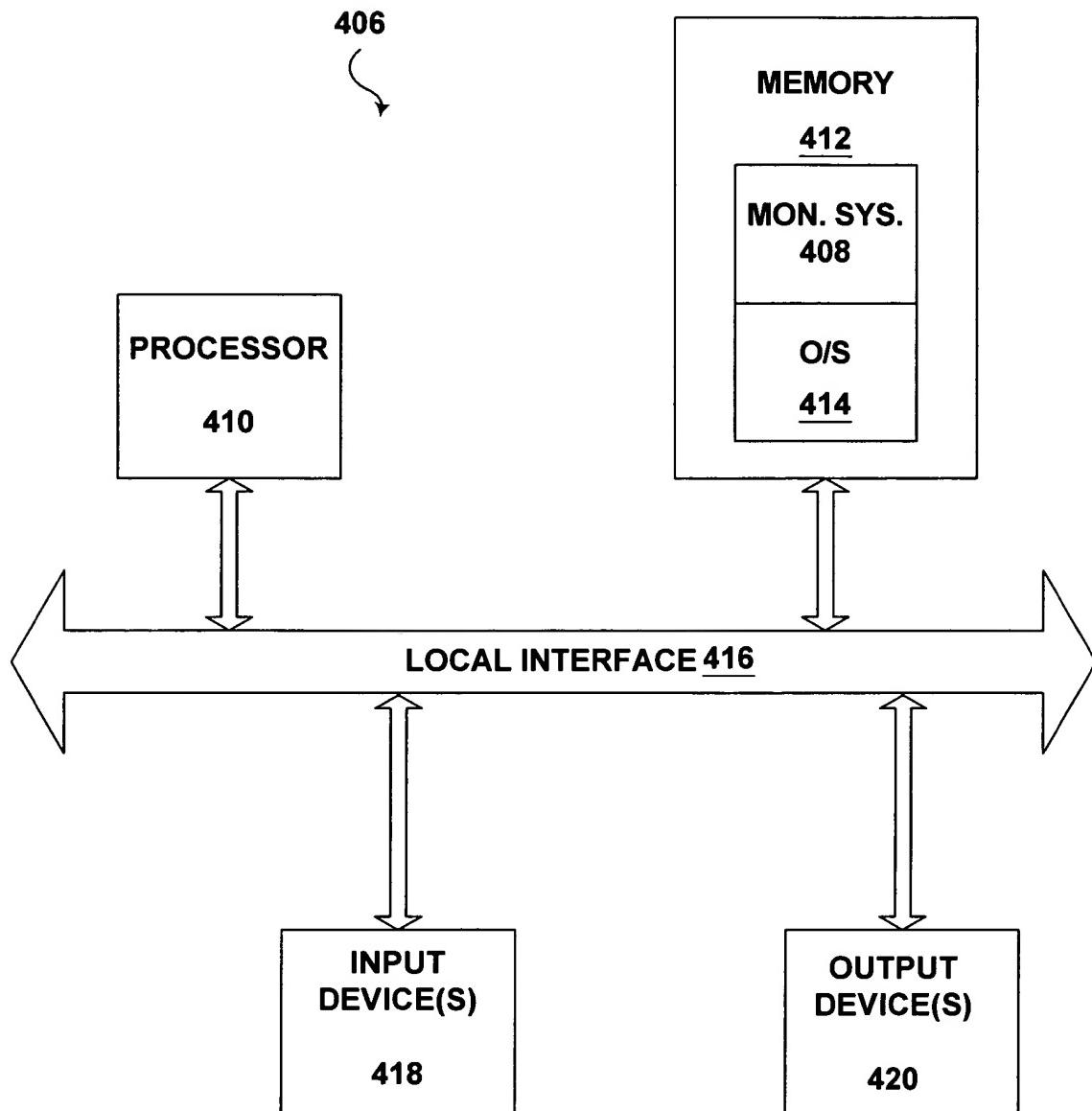


FIG. 11

FIG. 12

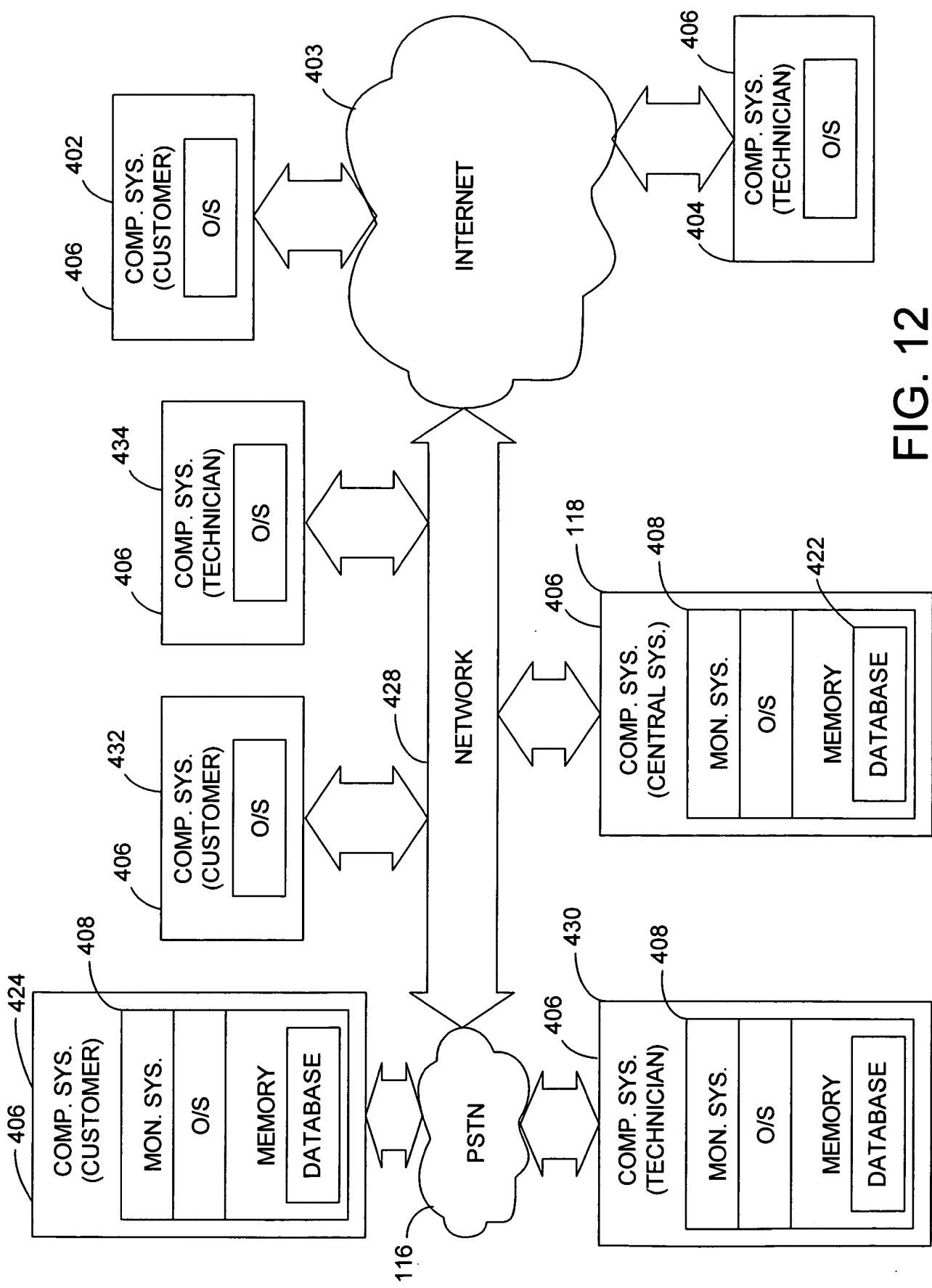
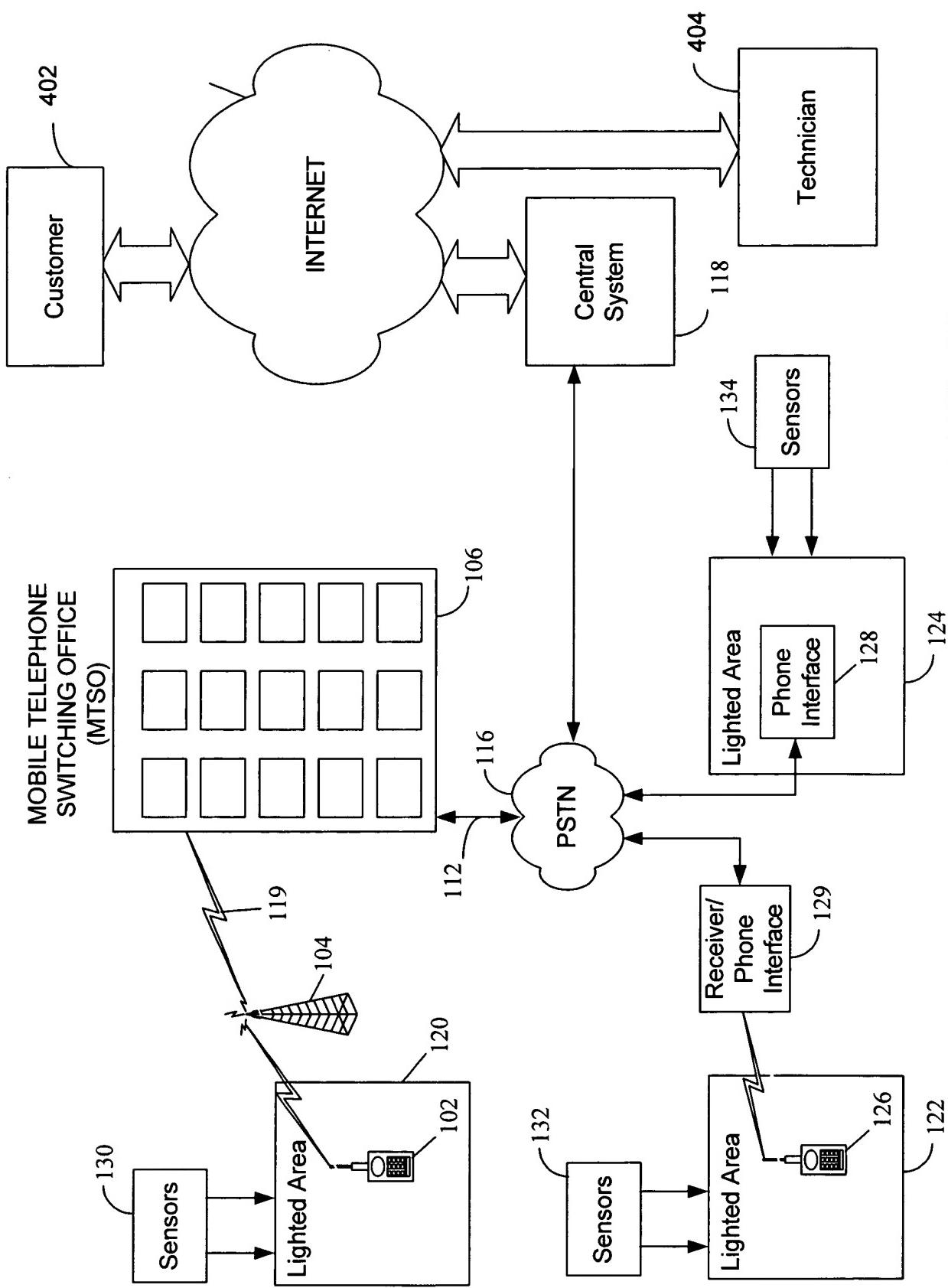


FIG. 13



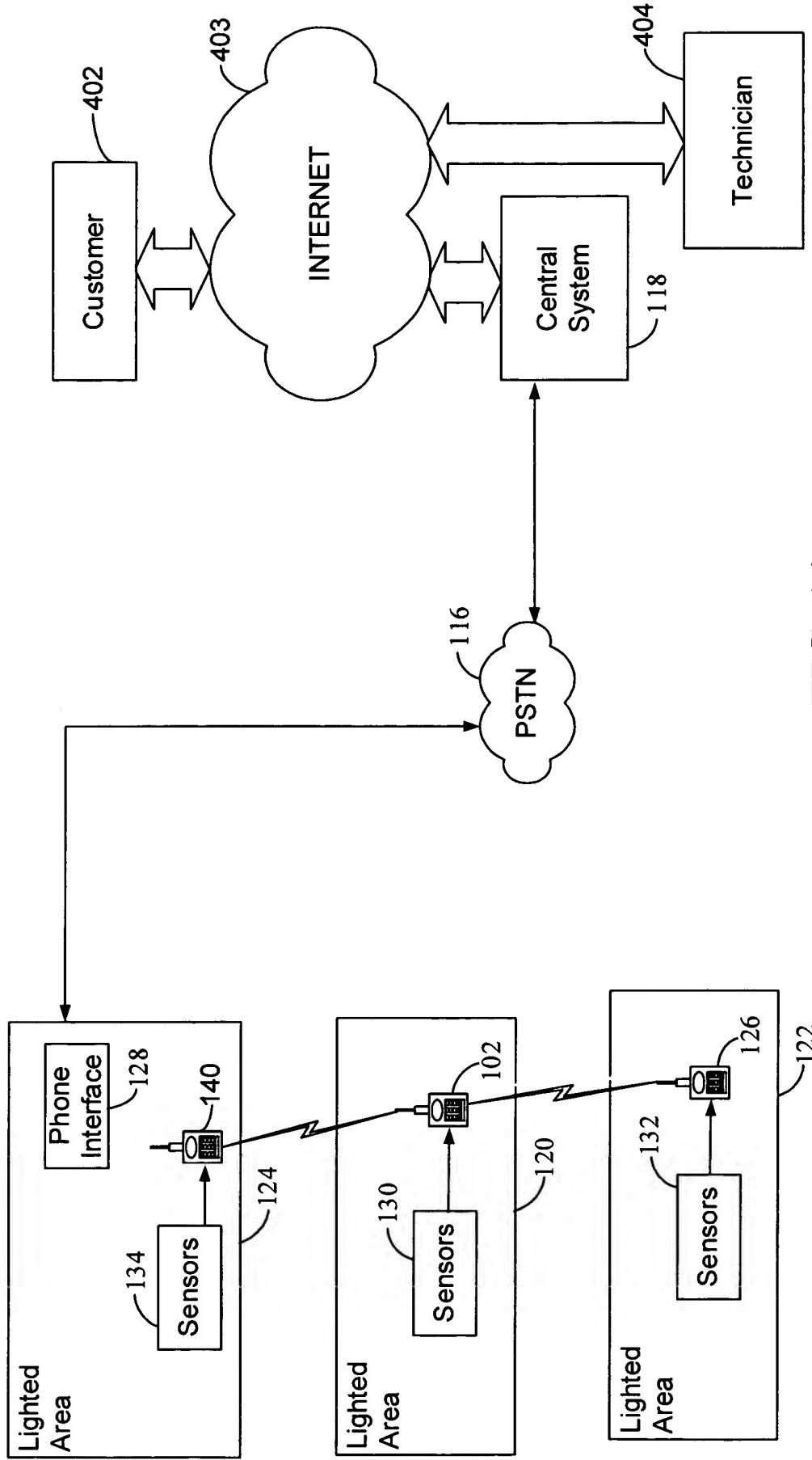
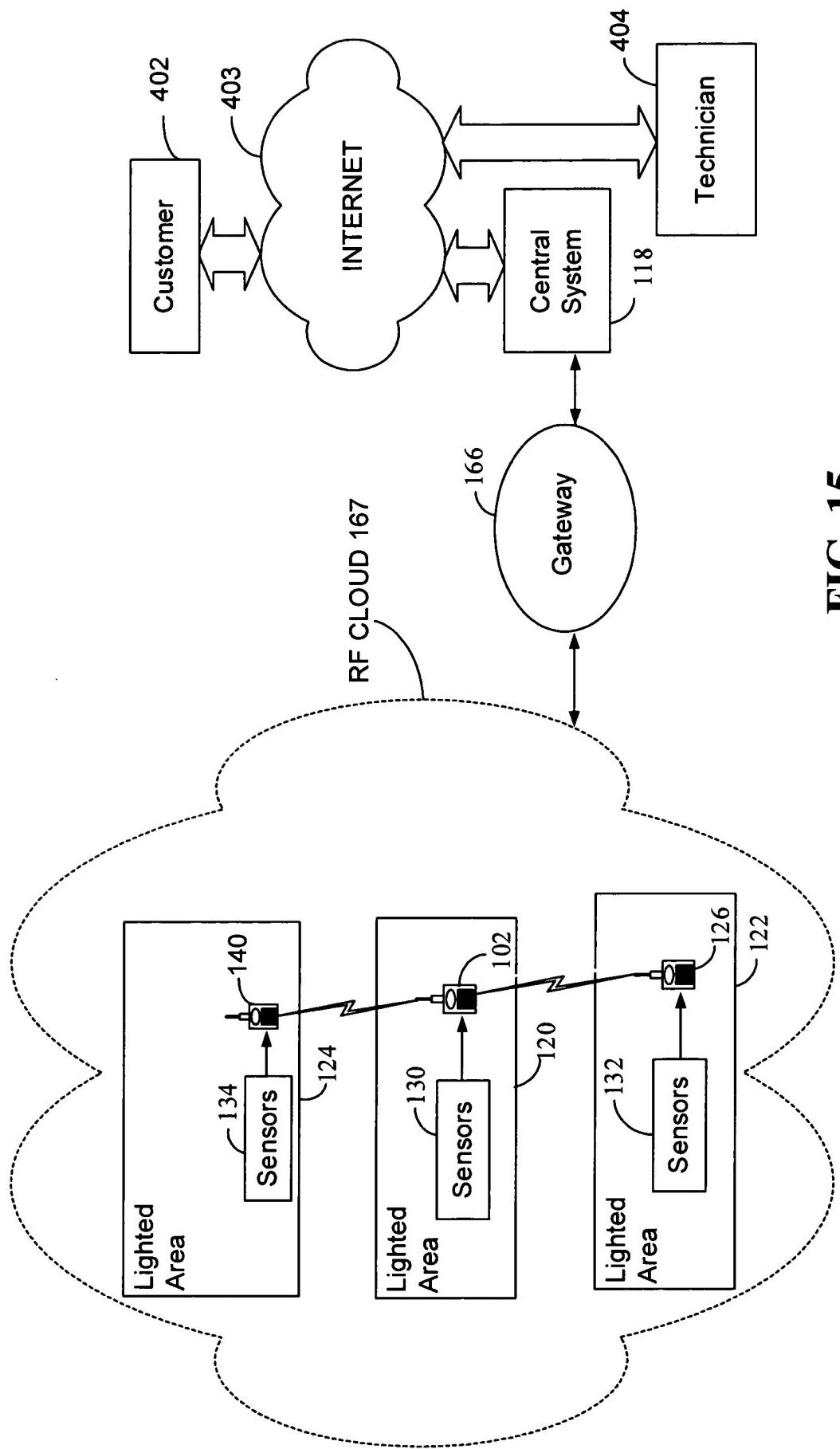


FIG. 14

FIG. 15



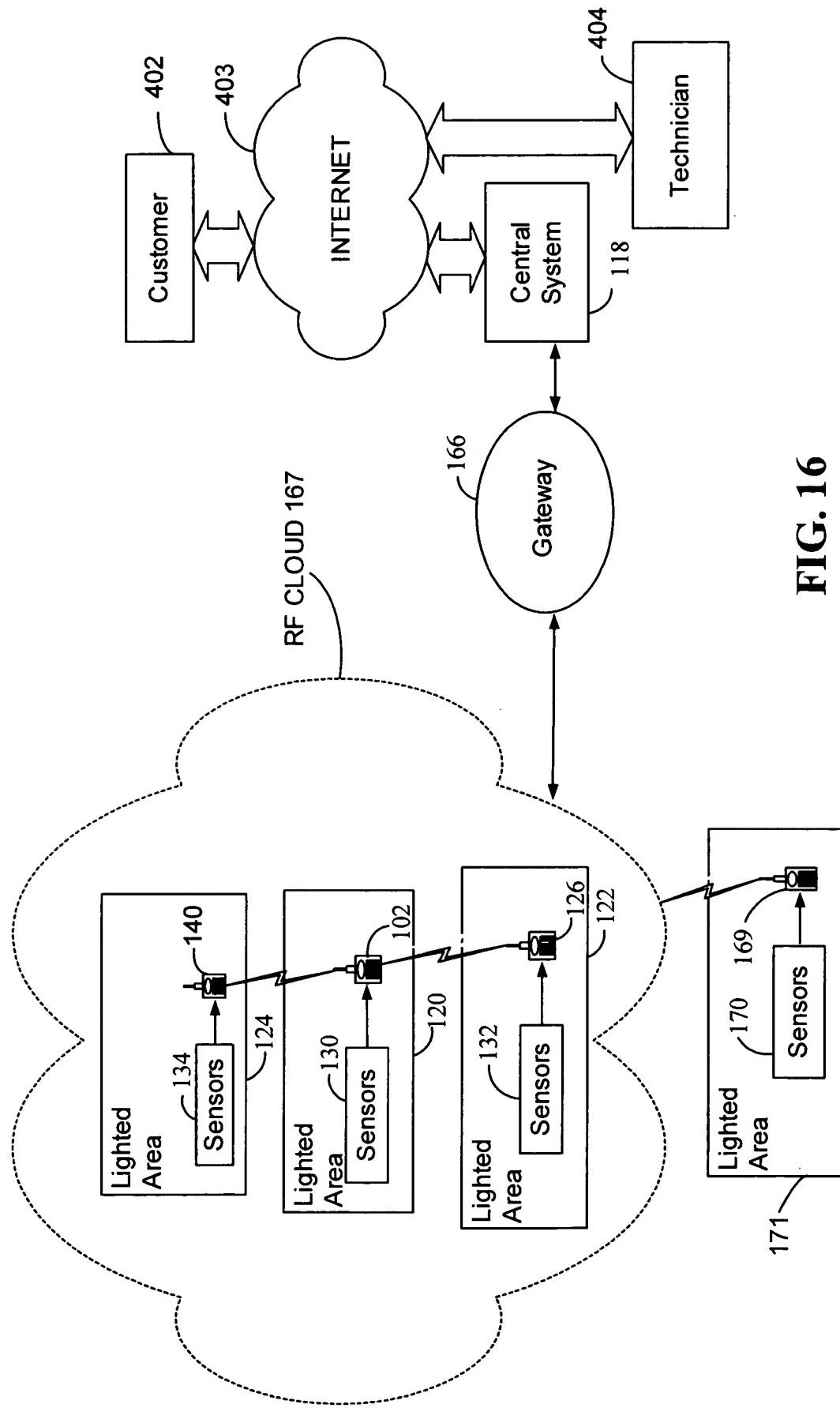


FIG. 16